

ABSTRACT OF THE DISCLOSURE

An automatic call distribution system is disclosed wherein a full-service called party can respond to ACD calls from the same caller. A caller specification number recognition 5 section recognizes a caller number from an ACD call. A call preferential connection information inquiry section inquires a call preferential connection information database about the caller number and reads out a corresponding called party individual call number from the call preferential connection 10 information database. A call connection processing section calls a corresponding ACD split in accordance with the called party call number and connects the ACD call to the called party call number. A call connection information automatic recognition section stores, when the called party responds and 15 a talking state is entered, the caller number and the called party individual call number of the called party into the call preferential connection information database through a call preferential connection information storage section. When the called party is busy or in a termination rejection state and 20 the ACD call cannot be connected to the called party, a call connection auxiliary processing section performs waiting processing and performs called party individual ACD call control processing or split individual ACD call control processing to connect the ACD call to one of called parties.

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